



Peter Smith

IT MANAGER

Profile

Proficient Project Manager with vast IT experience. Skills include computer networking, creative problem solving and analytical thinking. Able to employ customer service concepts to IT, improving user experience for clients, administration and employees.

Employment History

IT Manager, Airquiv, Jacksonville

JANUARY 2021 – PRESENT

Responsible for assessing infrastructure and application communication channels, both internally and externally for all 400 employees in the organization.

- Designed and implemented infrastructure and application hardening methodologies (Storage, Servers, Network, Endpoints, Data Stores, Users) which includes firewalls policies, least privileges, SSO, access control, IPS, and Encryption.
- Ensuring escalated SLAs and service requests are dealt with timeously.
- Ensuring patches are installed and verified on every system according to service.

IT Manager, Iliad, Shirone

JANUARY 2017 – DECEMBER 2020

Providing end-user communication for system upgrades, service outages, service implementation, service improvements, and service retirements for company headquarters as well as 10 regional offices.

- Developing standards for mobile devices, workstations, printers, and other devices regularly
- Facilitating network configurations and server builds, which includes migration to virtual environments.
- Leading a team, developing and programming a database for market data and appraisal information.
- Designing intranet for employees, allowing them to search for and share information kept in the library, database, or archives.

Education

BSc Information Systems Management, Miami University, , Miami

JANUARY 2021 – PRESENT

- Relevant Coursework: Network Security, IT Project Management, Business Administration, Strategy & Operations, IT Innovation, Ethical Hacking, Database Management.

Microsoft Certified Solutions Expert, Microsoft Academy, Online

JANUARY 2019 – DECEMBER 2020

CCNA Routing and Switching, Cisco, Online

JANUARY 2019 – JANUARY 2021

2017- CCNA Routing and Switching. Cisco. Online.

Accomplishments

- Devised 8 workshops and 13 training programs for IT staff.
- Recognized faults in operating and IT budgets, reducing tech costs by over \$227,000 in 2015.

Details

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DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

Links

[Resume.io](#)

[Resume Viking](#)

Skills

Leadership

Microsoft Office

Project Management

Information Technology Training Skills

IT Project Management

Languages

English

Dutch; Flemish

Hobbies

Cycling, Tennis, Baseball

- Directed a global virtual project team aimed at developing a corporate audit tracking system, resulting in \$105K savings and a 95% compliance rate in Safety and Environmental operations.
- Established a suite of TrackWise Quality Management applications, cutting Atypical and Out of Specification costs by 57% over a 7-year period.